

Come work at CDSS where . . .

People come First!



**ADULT PROGRAMS DIVISION
HAS ONE IMMEDIATE OPENING IN THE
IN HOME SUPPORTIVE SERVICES
CONLAN II UNIT
FULL TIME PERMANENT
Position Number: 800-906-5157/5393-723**

SSA/AGPA

EMPLOYMENT OPPORTUNITY

Looking for a challenge and a great place where you can make a difference in the lives of California's aged, blind and disabled population? The Adult Programs Division (APD) is seeking an individual who is hard working, well organized with good oral, written communication and case management skills for processing claims.

The SSA/AGPA will perform adjudication of claims relative to the In-Home Supportive Services (IHSS) Program and the Conlan v. Shewry lawsuit. Duties include claims analysis, communicating with claimants verbally and in writing, preparing a variety of written documents for management and stakeholder review, drafting position statements and attending state hearings. Applicants with previous claims processing experience and knowledge of the Medi-Cal Program are encouraged to apply.

Come join a wonderful group of highly skilled and motivated individuals, who are out to make a difference in the lives of those in need.

To find out more information and view a copy of the duty statement, please click on the appropriate link. Once you have viewed the information if you still have questions, please contact Cathi Taylor at 916-229-4346.

Your signed state application can be mailed/faxed to the location specified below, or e-mailed to Cathi.taylor@dss.ca.gov. Please include the position number on your state application.

Final File Date: August 24, 2010

If interested and would like to be part of the CDSS mission to make a difference in the life of a child, a family or an elderly person, please submit your application to:

Contact Information: Cathi Taylor
744 P Street, MS 19-92
Sacramento, CA. 95814
Cathi.taylor@dss.ca.gov



**CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
ADULT PROGRAMS BRANCH
ADULT PROGRAMS OPERATIONS BUREAU
CONLAN II UNIT**

STAFF SERVICES ANALYST

DUTY STATEMENT

CONCEPT OF POSITION:

Under the direction of the Conlan v. Shewry Unit Manager, Staff Services Manager I (SSM I), the Staff Services Analyst (SSA) performs the staff work associated with the development and implementation of the Conlan v. Shewry court case. The SSA analyzes claims, communicates with claimants verbally and in writing, and prepares a variety of written documents. The Conlan II Unit is the central processing point for claims filed by clients in the 58 counties relating to the Conlan v. Shewry court settlement.

A. RESPONSIBILITY OF POSITION:

- 50% Claims Analysis: Reviewing and analyzing claims for reimbursement of Medi-Cal services paid by In-Home Supportive Services (IHSS) Program recipients. Analyzing Conlan II claims packets for completeness and notifying the Department of Health Care Services (DHCS) regarding missing information. Research recipient and provider history in multiple databases, including CMIPS and MEDS. Evaluate various documents supporting each claim. Analyzing all data and calculating payment rates and recommending appropriate claims disposition. Contacting the recipient and/or provider for additional information by communicating verbally and in writing. Also recommend appropriate claims disposition.
- 50% Interpreting Program Policies and Procedures: Analyzing policy issues for program impact and identify and analyze issues which arise during adjudication of claims. Discuss proposed action with Bureau management. Also attend State hearings for appealed claims.

B. SUPERVISION RECEIVED:

The SSA receives direction from and reports directly to the Conlan v. Shewry Unit Manager (SSM I). The SSA is required to utilize initiative and resourcefulness in completing assignments.

C. SUPERVISION EXERCISED:

The SSA is not required to act as a lead analyst nor act for the Unit Manager in his/her absence.

D. ADMINISTRATIVE RESPONSIBILITY:

None

E. PERSONAL CONTACTS:

The SSA will have contact with departmental employees, representatives from county governmental agencies, claimants, legislative and legal staff.

F. ACTIONS AND CONSEQUENCES:

The SSA adjudicates the Conlan v. Shewry claims and identifies errors/problems relative to compliance with court mandate(s). Therefore, good judgment in making recommendations is critical in order to achieve the following: Meeting the responsibility to evaluate and maximize the effectiveness of the Conlan v. Shewry claims process. Having accurate and consistent information on which to base findings of statewide compliance with the court mandate(s). Meeting claims adjudication timelines established by the court.

Failure to use good judgment in researching and handling sensitive and confidential material and in imparting information could result in misspent program dollars, litigation against the department, or information being released to unauthorized persons in violation of State and Federal law and/or the deprivation of rights and services to IHSS clients.

G. OTHER INFORMATION:

This SSA must have good interpersonal communication skills and be able to work well under pressure. Some local travel may be required on rare occasions.

**CALIFORNIA DEPARTMENT OF SOCIAL SERVICES
ADULT PROGRAMS OPERATIONS BUREAU
CONLAN II UNIT**

**ASSOCIATE GOVERNMENTAL PROGRAM ANALYST
DUTY STATEMENT**

CONCEPT OF POSITION:

Under the direction of the Conlan v. Shewry Unit Manager, Staff Services Manager I (SSM I), the Associate Governmental Program Analyst (AGPA) performs the staff work associated with the development and implementation of the Conlan v. Shewry court case. The AGPA analyzes and adjudicates claims, communicates with claimants verbally and in writing, attends state hearings and prepares a variety of written documents. The Conlan II Unit is the central processing point for claims filed by clients in the 58 counties relating to the Conlan v. Shewry court settlement.

A. RESPONSIBILITY OF POSITION:

- 50% Claims Analysis: Reviewing and analyzing claims for reimbursement of Medi-Cal services paid by In-Home Supportive Services (IHSS) Program recipients. Analyzing Conlan II claims packets for completeness and notifying the Department of Health Care Services (DHCS) regarding missing information. Researching recipient and provider history in multiple databases, including CMIPS and MEDS. Contacting the recipient and/or provider for additional information. Analyzing all data and evaluating various documents supporting each claim and calculating payment rates. Communicating with recipients verbally and in writing and respond to calls received on the Conlan II telephone line. Recommending appropriate claims disposition, preparing Position Statements for appealed claims and attending State Hearings
- 50% Policy and Procedure Development: Developing Budget Change Proposals and other fiscal documents. Assist in the on-going development of claims processing procedures manual. Identifying and analyzing issues which arise during adjudication of claims and discuss proposed action with Conlan Unit Manager.

B. SUPERVISION RECEIVED

The AGPA receives direction from and reports directly to the Conlan v. Shewry Unit Manager (SSM I). The AGPA is required to utilize initiative and resourcefulness in completing assignments.

C. SUPERVISION EXERCISED:

The AGPA may be required to act as a lead analyst and/or act for the Unit Manager in his/her absence.

D. ADMINISTRATIVE RESPONSIBILITY

None

E. PERSONAL CONTACTS

The AGPA will have contact with departmental employees, representatives from county governmental agencies, claimants, legislative and legal staff.

F. ACTIONS AND CONSEQUENCES

The AGPA adjudicates the Conlan v. Shewry claims and identifies errors/problems relative to compliance with court mandate(s). Therefore, good judgment in making recommendations is critical in order to achieve the following: Meeting the responsibility to evaluate and maximize the effectiveness of the Conlan v. Shewry claims process. Having accurate and consistent information on which to base findings of statewide compliance with the court mandate(s). Meeting claims adjudication timelines established by the court.

Failure to use good judgment in researching and handling sensitive and confidential material and in imparting information could result in misspent program dollars, litigation against the department, or information being released to unauthorized persons in violation of State and Federal law and/or the deprivation of rights and services to In-Home Supportive Services (IHSS) clients.

G. OTHER INFORMATION

The AGPA must have good interpersonal communication skills and be able to work well under pressure. Some local travel may be required on rare occasions.